OMB Control No.: 2127-0004

Not sequential

Part 573 Safety Recall Report

18V-761

Manufacturer Name: Mercedes-Benz USA, LLC.

Submission Date: APR 03, 2019 **NHTSA Recall No.:** 18V-761 **Manufacturer Recall No.:** 2019030012



Manufacturer Information:

Manufacturer Name: Mercedes-Benz USA, LLC.

Address: 13470 International Parkway

Jacksonville FL 32218

Company phone: 1-877-496-3691

Population:

Number of potentially involved : 119 Estimated percentage with defect : 100 %

Vehicle Information:

Vehicle 1: 2019-2019 Mercedes-Benz C300

Vehicle Type: LIGHT VEHICLES

Body Style : 4-DOOR Power Train : GAS

Descriptive Information: 205.083 WF8D 4 Vehicles

The recall population was determined through potentially affected software versions.

Vehicles not affected have different software versions.

Production Dates: DEC 07, 2017 - OCT 19, 2018

VIN Range 1: Begin: NR End: NR

Vehicle 2: 2019-2019 Mercedes-Benz C300 4MATIC

Vehicle Type: LIGHT VEHICLES

Body Style : 4-DOOR Power Train : GAS

Descriptive Information: 205.084 WF8E 4 Vehicles

The recall population was determined through potentially affected software versions.

Vehicles not affected have different software versions.

Production Dates: DEC 07, 2017 - OCT 19, 2018

Vehicle 3: 2019-2019 Mercedes-Benz C300 4MATIC Cabrio

Vehicle Type: LIGHT VEHICLES

Body Style : 2-DOOR Power Train : GAS

Descriptive Information: 205.484 WK8E 1 Vehicle

The recall population was determined through potentially affected software versions.

Vehicles not affected have different software versions.

Production Dates :					
VIN Range 1:	Begin:	NR	End:	NR	■ Not sequential
Vehicle 4: 2019-2019 Mercedes-Benz C300 4MATIC Coupe Vehicle Type: LIGHT VEHICLES					
Body Style :	2-DOOR				
Power Train :	GAS				
Descriptive Information:	205.384 WJ8E 4	Vehicles			
	The recall population was determined through potentially affected software versions. Vehicles not affected have different software versions.				
Production Dates :	DEC 07, 2017 - C	OCT 19, 2018			
VIN Range 1:	Begin:	NR	End:	NR	■ Not sequential
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Vehicle 5:	2019-2019 Merc	cedes-Benz C30	0 Cabri	io	
Vehicle Type :	LIGHT VEHICLE	S			
Body Style :					
Power Train :	GAS				
Descriptive Information :					
				through potentially affecte	ed software versions.
	Vehicles not affected have different software versions.				
Production Dates :		DCT 19, 2018			
	Dogina.	ND	End.	ND	Mot goguential
VIN Range 1:	Begin:	NR	End:	NR	☐ Not sequential
	Begin : 2019-2019 Merc				☐ Not sequential
Vehicle 6:		cedes-Benz C30			☐ Not sequential
Vehicle 6:	2019-2019 Merc	cedes-Benz C30			☐ Not sequential
Vehicle 6 : Vehicle Type :	2019-2019 Merc LIGHT VEHICLE 2-DOOR	cedes-Benz C30			☐ Not sequential
Vehicle 6 : Vehicle Type : Body Style : Power Train :	2019-2019 Merc LIGHT VEHICLE 2-DOOR GAS	cedes-Benz C30 S			☐ Not sequential
Vehicle 6 : Vehicle Type : Body Style :	2019-2019 Merc LIGHT VEHICLE 2-DOOR GAS 205.383 WJ8D 2 The recall popul	cedes-Benz C30 S Vehicles ation was deter	0 Coup	e through potentially affecte	
Vehicle 6 : Vehicle Type : Body Style : Power Train :	2019-2019 Merc LIGHT VEHICLE 2-DOOR GAS 205.383 WJ8D 2	cedes-Benz C30 S Vehicles ation was deter	0 Coup	e through potentially affecte	
Vehicle 6 : Vehicle Type : Body Style : Power Train :	2019-2019 Merc LIGHT VEHICLE 2-DOOR GAS 205.383 WJ8D 2 The recall popul Vehicles not affe	cedes-Benz C30 S Vehicles lation was deter	O Coup	e through potentially affecte ftware versions.	ed software versions.
Vehicle 6: Vehicle Type: Body Style: Power Train: Descriptive Information:	2019-2019 Merc LIGHT VEHICLE 2-DOOR GAS 205.383 WJ8D 2 The recall popul Vehicles not affe DEC 07, 2017 - C	cedes-Benz C30 S Vehicles lation was deter	0 Coup	e through potentially affecte ftware versions.	
Vehicle 6: Vehicle Type: Body Style: Power Train: Descriptive Information: Production Dates: VIN Range 1:	2019-2019 Merc LIGHT VEHICLE 2-DOOR GAS 205.383 WJ8D 2 The recall popul Vehicles not affe DEC 07, 2017 - C Begin:	cedes-Benz C30 S Vehicles lation was deter ected have differ OCT 19, 2018 NR	on Coup rmined rent sof End :	e through potentially affecte ftware versions.	ed software versions.
Vehicle 6: Vehicle Type: Body Style: Power Train: Descriptive Information: Production Dates: VIN Range 1:	2019-2019 Merc LIGHT VEHICLE 2-DOOR GAS 205.383 WJ8D 2 The recall popul Vehicles not affe DEC 07, 2017 - C Begin:	cedes-Benz C30 S Vehicles ation was deter ected have differ OCT 19, 2018 NR	on Coup rmined rent sof End :	e through potentially affecte ftware versions.	ed software versions.
Vehicle 6: Vehicle Type: Body Style: Power Train: Descriptive Information: Production Dates: VIN Range 1: Vehicle 7: Vehicle Type:	2019-2019 Merc LIGHT VEHICLE 2-DOOR GAS 205.383 WJ8D 2 The recall popul Vehicles not affe DEC 07, 2017 - C Begin:	cedes-Benz C30 S Vehicles ation was deter ected have differ OCT 19, 2018 NR	on Coup rmined rent sof End :	e through potentially affecte ftware versions.	ed software versions.
Vehicle 6: Vehicle Type: Body Style: Power Train: Descriptive Information: Production Dates: VIN Range 1: Vehicle 7: Vehicle Type: Body Style:	2019-2019 Merc LIGHT VEHICLE 2-DOOR GAS 205.383 WJ8D 2 The recall popul Vehicles not affe DEC 07, 2017 - C Begin : 2019-2019 Merc LIGHT VEHICLE 4-DOOR	cedes-Benz C30 S Vehicles ation was deter ected have differ OCT 19, 2018 NR	on Coup rmined rent sof End :	e through potentially affecte ftware versions.	ed software versions.
Vehicle 6: Vehicle Type: Body Style: Power Train: Descriptive Information: Production Dates: VIN Range 1: Vehicle 7: Vehicle Type: Body Style: Power Train:	2019-2019 Merc LIGHT VEHICLE 2-DOOR GAS 205.383 WJ8D 2 The recall popul Vehicles not affe DEC 07, 2017 - C Begin : 2019-2019 Merc LIGHT VEHICLE 4-DOOR GAS	cedes-Benz C30 S E Vehicles ation was deter ected have differ OCT 19, 2018 NR cedes-Benz C43 S	on Coup rmined rent sof End :	e through potentially affecte ftware versions.	ed software versions.
Vehicle 6: Vehicle Type: Body Style: Power Train: Descriptive Information: Production Dates: VIN Range 1: Vehicle 7: Vehicle Type: Body Style:	2019-2019 Merc LIGHT VEHICLE 2-DOOR GAS 205.383 WJ8D 2 The recall popul Vehicles not affe DEC 07, 2017 - C Begin : 2019-2019 Merc LIGHT VEHICLE 4-DOOR GAS 205.064 WF6E 3	cedes-Benz C30 S Vehicles ation was deterected have difference NR NR cedes-Benz C43 S	emined rent sof	e through potentially affecte ftware versions. NR	ed software versions.
Vehicle 6: Vehicle Type: Body Style: Power Train: Descriptive Information: Production Dates: VIN Range 1: Vehicle 7: Vehicle Type: Body Style: Power Train:	2019-2019 Merc LIGHT VEHICLE 2-DOOR GAS 205.383 WJ8D 2 The recall popul Vehicles not affe DEC 07, 2017 - C Begin : 2019-2019 Merc LIGHT VEHICLE 4-DOOR GAS 205.064 WF6E 3	cedes-Benz C30 S Vehicles lation was deterected have difference of the control of	emined rent sof	e through potentially affecte ftware versions. NR through potentially affecte	ed software versions.
Vehicle 6: Vehicle Type: Body Style: Power Train: Descriptive Information: Production Dates: VIN Range 1: Vehicle 7: Vehicle Type: Body Style: Power Train: Descriptive Information:	2019-2019 Merc LIGHT VEHICLE 2-DOOR GAS 205.383 WJ8D 2 The recall popul Vehicles not affe DEC 07, 2017 - C Begin : 2019-2019 Merc LIGHT VEHICLE 4-DOOR GAS 205.064 WF6E 3 The recall popul Vehicles not affe	cedes-Benz C30 S Vehicles lation was deterected have difference C43 NR cedes-Benz C43 S S Vehicles lation was deterected have difference C43	emined rent sof	e through potentially affecte ftware versions. NR through potentially affecte	ed software versions.
Vehicle 6: Vehicle Type: Body Style: Power Train: Descriptive Information: Production Dates: VIN Range 1: Vehicle 7: Vehicle Type: Body Style: Power Train:	2019-2019 Merce LIGHT VEHICLE 2-DOOR GAS 205.383 WJ8D 2 The recall popul Vehicles not affer DEC 07, 2017 - CE Begin: 2019-2019 Merce LIGHT VEHICLE 4-DOOR GAS 205.064 WF6E 3 The recall popul Vehicles not affer DEC 07, 2017 - CE	cedes-Benz C30 S Vehicles lation was deterected have difference C43 NR cedes-Benz C43 S S Vehicles lation was deterected have difference C43	emined rent sof	through potentially affected tware versions. NR through potentially affected tware versions.	ed software versions.

Vehicle 8:	2019-2019 Merc	cedes-Benz C43	3 AMG C	abrio		
Vehicle Type :	LIGHT VEHICLES					
Body Style :	2-DOOR					
Power Train :	GAS					
Descriptive Information:	205.464 WK6E 2	2 Vehicles				
				through potentially affe	cted software versions.	
	Vehicles not affe	ected have diffe	rent so	ftware versions.		
Production Dates:	DEC 07, 2017 - C	OCT 19, 2018				
VIN Range 1:	Begin:	NR	End:	NR	■ Not sequential	
W 1 · 1 · 0						
	2019-2019 Merc		3 AMG C	oupe		
V -	LIGHT VEHICLE	5				
Body Style :						
Power Train :						
Descriptive Information :			. 1	.1 .1 11 .00	. 1 0	
	Vehicles not affe			through potentially affe	cted software versions.	
	venicles not and	ecteu nave ume	Tent soi	itware versions.		
Production Dates :	DEC 07, 2017 - C	OCT 19, 2018				
VIN Range 1:		NR	End:	NR	☐ Not sequential	
Vehicle 10:	2019-2019 Merc	cedes-Benz CLS	5450			
Vehicle Type :	LIGHT VEHICLE	S				
Body Style :						
Power Train:	HYBRID ELECTRIC					
Descriptive Information:	257.358 2J5J 35 Vehicles					
•	The recall population was determined through potentially affected software versions.					
	Vehicles not affe	ected have diffe	rent so	ftware versions.		
Production Dates :	DEC 07 2017 - C	ነርፕ 19 <i>9</i> በ18				
VIN Range 1:		NR	End:	NR	☐ Not sequential	
- VIIV Runge 1.	Degin .	1410	Liiu .	1416	Not sequential	
Vehicle 11:	Vehicle 11: 2019-2019 Mercedes-Benz CLS450 4MATIC					
Vehicle Type :	LIGHT VEHICLE	S				
Body Style :						
	HYBRID ELECTRIC					
Descriptive Information :						
Descriptive information.			rmined	through potentially affe	cted software versions.	
	Vehicles not affected have different software versions.					
D 1 11 D 1	DEC 07 0017 (NOTE 10, 0010				
Production Dates:			En J	ND	□ Not commetical	
VIN Range 1:	begin:	NR	End:	INK	☐ Not sequential	
Vehicle 12 ·	2019-2019 Mari	redes-Benz CI S	553 AM	G 4MATIC		
Vehicle 12: 2019-2019 Mercedes-Benz CLS53 AMG 4MATIC						

V -	LIGHT VEHICLE	ES				
Body Style :						
Power Train :	HYBRID ELECTRIC					
Descriptive Information :		lation was dete		through potentially affecto tware versions.	ed software versions.	
Production Dates :	DEC 07. 2017 - (OCT 19, 2018				
VIN Range 1:		NR	End:	NP	Not sequential	
viivitalige 1.	Degiii .	NIC	Liiu.	IVIC		
Vehicle 13:	2019-2019 Mer	cedes-Benz E53	S AMG 4	MATIC		
	LIGHT VEHICLE					
Body Style :						
· ·	HYBRID ELECTI	DIC				
Descriptive Information :			minad	through notantially affect	ad aaftyyana yangiana	
	Vehicles not affe			through potentially affect	ed software versions.	
	venicles not and	cted nave diffe	i ciit soi	tware versions.		
Production Dates :	DEC 07. 2017 - 0	OCT 19. 2018				
VIN Range 1:		NR	End:	NR	■ Not sequential	
	-8					
Vehicle 14:	2019-2019 Mer	cedes-Benz E45	60 4MA	ГІС		
Vehicle Type :	LIGHT VEHICLE	S				
Body Style :						
Power Train:						
Descriptive Information :		2 Vohiclos				
Descriptive information.			rmined	through potentially affect	ed software versions	
	Vehicles not affe			0 1	ou solemule (elsions)	
Production Dates :	DEC 07 2017 - (OCT 19, 2018				
	Begin:		End:	NR	■ Not sequential	
	Degiii .		Liid .			
Vehicle 15	2019-2019 Mer	cedes-Benz F45	0 4MA	FIC Coupe		
	LIGHT VEHICLE		0 111111	rie coupe		
Body Style :		10				
Power Train :						
Descriptive Information :			in a d	through not ontially offert	d aafterrana roomaiana	
	Vehicles not affe			through potentially affect	ed software versions.	
	venicles not and	ecteu nave unie	tent soi	tware versions.		
Production Dates :	DEC 07. 2017 - 0	OCT 19. 2018				
VIN Range 1:		NR	End:	NR.	■ Not sequential	
	5 '					
Vehicle 16:	2019-2019 Mer	cedes-Benz E53	S AMG 4	MATIC Coupe		
	LIGHT VEHICLE					
veincie Type.	LIGHT VLINCLE	1.5				

Body Style :	2-DOOR					
Power Train :	HYBRID ELECTRIC					
Descriptive Information :	238.361 1J6B 1 Vehicles The recall population was determined through potentially affected software versions. Vehicles not affected have different software versions.					
Production Dates:	DEC 07, 2017 - OCT 19, 2018					
VIN Range 1:	Begin:	NR	End:	NR	☐ Not sequential	
Vehicle 17:	Vehicle 17: 2019-2019 Mercedes-Benz G550					
Vehicle Type :	LIGHT VEHICLE	ES				
Body Style :	SUV					
Power Train :	GAS					
Descriptive Information :	463.261 YC6B 5	5 Vehicles				
				through potentially affected	ed software versions.	
		Vehicles not affected have different software versions.				
Production Dates :			_			
VIN Range 1:	Begin:	NR	End:	NR	☐ Not sequential	
Vehicle 18:	2019-2019 Mer	cedes-Benz G63	3 AMG			
Vehicle Type :	LIGHT VEHICLES					
Body Style :	SUV					
Power Train :	GAS					
Descriptive Information :	463.277 YC7H 7	7 Vehicles				
	The recall population was determined through potentially affected software versions.					
	Vehicles not affected have different software versions.					
Production Dates:						
VIN Range 1:	Begin:	NR	End:	NR	■ Not sequential	

Description of Defect:

Description of the Defect: Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has

determined that on certain C-Class (platform 205), CLS-Class (platform 257), E-Class (platform 213 and 238), G-Class (platform 463), a reset in the Central Powertrain Controller (CPC) control unit could occur while driving due to a

software error.

FMVSS 1: NR FMVSS 2: NR

Description of the Safety Risk: This could result in various consequences.

If the reset occurs during ECO Stop the engine will not restart as intended. In addition, vehicles could coast due to engine stalling. In this case the engine can be restarted while coasting. An engine stall while driving might increase

the risk of a crash.

Description of the Cause: Due to an incorrect coding by a supplier, the CPC control unit software might

not meet specification.

Identification of Any Warning NR

that can Occur:

Supplier Identification:

Component Manufacturer

Name: Continental Automotive GmbH

Address: Siemensstrasse 12

Regensburg FOREIGN STATES D-93055

Country: Germany

Chronology:

In March 2018, DAG launched initial investigations based on findings in internal test drives during the development of the C-Class (205 platform) facelift where the ECO Stop Restart function did not perform as specified.

These investigations indicated a reset in the CPC control unit as the root cause.

Starting in April 2018, updated CPC control unit software was developed.

During that time, an individual field report outside the USA describing an engine stall on a 257 vehicle was submitted to DAG and investigations were initiated.

In June 2018, additional individual field reports outside the USA describing an engine stall on 222 vehicles were brought to DAG's attention and were added to this investigation. This particular investigation indicated a potential influence of the CPC control unit on the described customer complaint. Further analysis was started. In August 2018, this analysis identified a reset in the CPC control unit due to incorrect coding of the CPC control unit software as the root cause.

In September 2018, the range of potentially affected vehicles was identified.

In October 2018, DAG determined that a vehicle stall cannot be excluded.

Description of Remedy:

Description of Remedy Program: As a precautionary measure an authorized Mercedes-Benz dealer will update the CPC control unit software on the affected vehicles.

> Pursuant to 49 C.F.R. § 577.11(e), MBUSA does not plan to provide notice about pre-notice reimbursement to owners since all involved vehicles remain covered under the new vehicle warranty.

How Remedy Component Differs Vehicles equipped with correct CPC control unit software.

from Recalled Component:

Identify How/When Recall Condition A change in the CPC control unit software ensures that this issue can no

was Corrected in Production: longer occur from October 20, 2018 onwards.

Recall Schedule:

Description of Recall Schedule: Dealers will be notified of the pending campaign in November 2018.

Owners will be notified with a letter in December 2018, approximately one week after recall notification to dealers. A copy of all communications

will be provided when available.

Planned Dealer Notification Date : NOV 13, 2018 - NR Planned Owner Notification Date : DEC 19, 2018 - NR

* NR - Not Reported